From: Sullivan, Michael

To: 'microsoft.atr(a)usdoj.gov'

**Date:** 1/23/02 10:36am **Subject:** Microsoft Settlement

## Greeting's...

As a knowledgeable and respected administrator of Microsoft goods and services, I have seen/experienced first hand some of the rather questionable business practices employed by Microsoft over the years. Until recently, I have frequently supported and recommended Microsoft as a quality product distributed at a reasonable price, regardless. Lately though, their Development, Licensing and Upgrade policies have thoroughly convinced myself of the criminal nature of the tactics and devices used to stifle competition, increase revenue, and punish current users for not lock stepping directly into the Microsoft doctrine...

Once a company "owns" a market, as Microsoft currently does (Isn't it almost 94% of PC software used world wide?), they have no real options for gaining new business/income other than re-tapping their current customer base, and eliminating ANY competition. This basically means "Extortion". No that's not too harsh a word.

## For Instance...

Business was given a choice on the WindowsXP release... Upgrade to our new (Un-Proven, barely released) software now, for a significant price...Or Upgrade later at an increased price. Either way, Microsoft was going to make billions for the release of software which in my mind, and many others, was not worth the price. Features vs Upgrade cost were not economically feasible nor warranted. Typical "End-Users"

were sold basically "Windows Dressings" (Forgive the Pun) complete with built in monitoring tools and services which allow Microsoft to collect un-precedented amounts of information on it's customer base with no solid guarantees on it's usage...(I read the agreement)

It's become apparent since the findings of wrongdoing by Microsoft, that they are trying to lobby a settlement that is not a punishment. All that I've heard/read so far would indicate an almost favorable reaction by Microsoft, in that goods and services and visibility would actually expand to Microsoft's eventual benefit. This should not be allowed to happen, and I urgently request strong action which will induce Microsoft into changing its "own" policies regarding the intentional domination of competing technologies.

Just think....94% of the worlds drivers all owning the same car, and only one company makes any of the parts....

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